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Organizations do not change until the beliefs and behaviors of the people within them change.

ELEMENTS FOR SUCCESSFUL CHANGE

- Vision and Strategy: A passionate belief in where you're going
- Communication-sharing of vision and implementation strategy
- Sensitivity to emotional and behavior issues inherent during change and willingness to address them

“I never just give them hell. I just tell the truth and they think its hell.”

Harry S. Truman

LEADERS MUST COMMUNCIATE:

- Help their people understand the change
- Persuade them that it will work
- Motivate them to participate in fleshing it

EMOTIONAL REACTIONS TO CHANGE

- Denial-this can’t be happening to me
- Anger-at others for what they’re putting me through
- Bargaining-work out solutions, keep everyone happy
- Depression-is all this worth it? Why me?
- Acceptance-the reality sets in

MANAGE EMOTIONAL TRANSITON

- Create a healthy dissatisfaction with current conditions
- Provide basic skill building to prepare people for change
- Communication. Communication.Communication
- Broaden the involvement
- Make everyone the hero.

TO ENSURE SUCCESS LEADERS MUST:

- Maintain focus on seeing change to fruition
- Keep listening to and communicating with the rest of the organization
- Recruit new people with fresh perspectives
- Leverage champions and change advocates
- Provide feedback
- Acknowledge and address setbacks

It’s not the size of the change that determines its acceptance, support and success. It’s the size of the LEADER.